

# On-site wireless communications for even better elderly care

How quicker response saves time for staff, improves care for residents and boosts operational efficiency for managers.



**ascom**

# Which benefits are best for you?

On-site wireless communications enables quicker response. This delivers numerous benefits for the staff, residents and managers of care homes, nursing homes and assisted living facilities.

Below is a summary of just some key benefits. The following pages explain them in detail. Just as important, this brochure shows how an Ascom wireless solution can deliver these and other benefits in your care facility.

## Benefits for staff

**Valuable time.** Accurate, timely information – such as resident calls – direct to the right person minimises unnecessary ‘running about’. Staff gain more time for care duties and meaningful interaction with residents.

**Personal security.** Colleagues and assistance are always within easy reach. Alarm features ensure around-the-clock peace of mind.

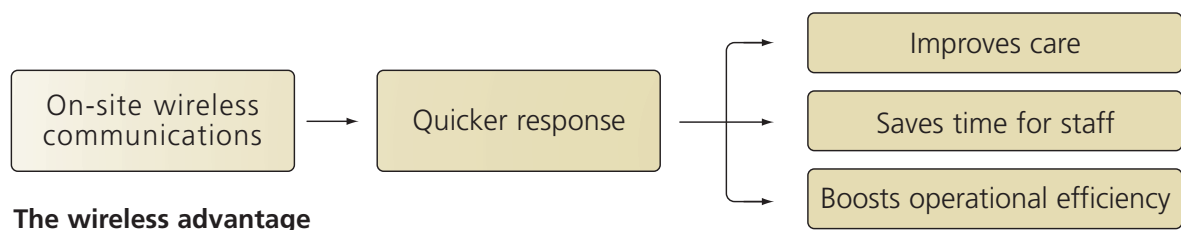
**Working environment.** More time for care duties results in a less stressed, more productive workplace. Satisfied residents and relatives further improve the working environment. Smoother communications mean smoother cooperation between staff members.

**Job satisfaction.** Providing even better care under less stressful conditions increases job satisfaction. Staff feel empowered. There is an improved sense of accomplishment.

## Benefits for residents

**Quality care.** Prompt attention from designated carers helps ensure residents’ physical and psychological well-being. Residents feel safer knowing quality care is always within easy reach.

**Reassurance.** Relatives can review call, response-time and proof-of-service statistics. They have proof that their loved ones are being well cared for.



## Benefits for managers

**Cost control.** Quicker response translates into considerable time savings for staff. This leads to substantial and sustained cost savings.

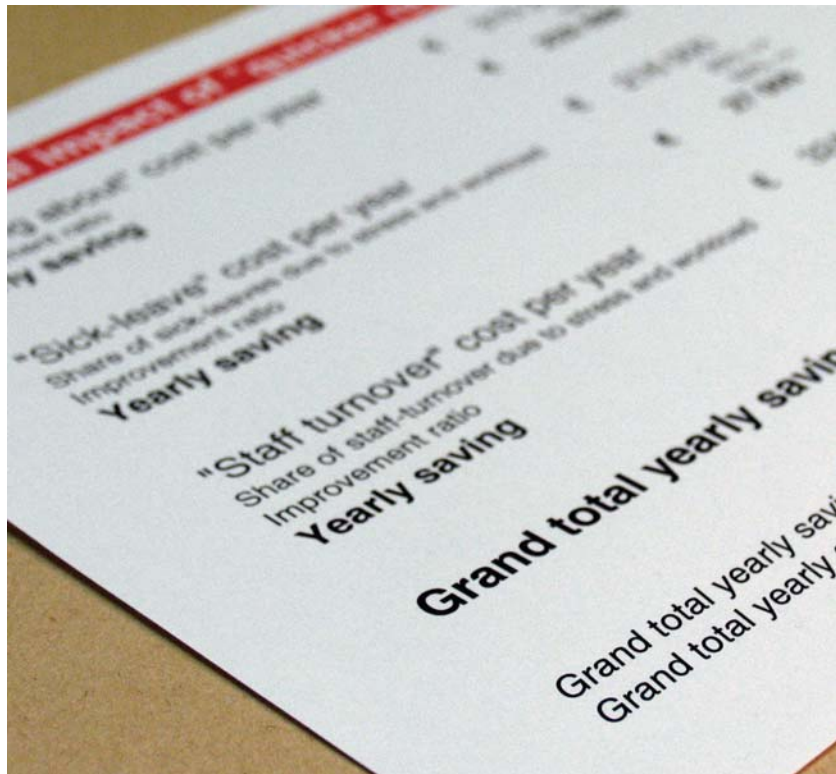
**Operational efficiency.** Easy access to unbiased, up-to-date information for statistics retrieval reduces paperwork and helps you make better use of available human and capital resources.

**Easier compliance.** The easy access to operational data also facilitates reporting to regulatory bodies and other external authorities. Providing them with requested information such as proof-of-service statistics.

**Staffing situation.** A working environment where personnel have the time and tools to deliver quality care helps you motivate staff as well as recruit and retain competent personnel.

**Tailored solution.** An Ascom wireless solution can be customised to your specific needs. It's modular too, meaning you can start small and add functionalities over time.

**Builds census.** Family members are becoming increasingly concerned about where their loved ones spend their remaining years. An Ascom wireless solution, by helping to ensure quality care and easy oversight, offers you a powerful competitive advantage.



An Ascom wireless solution generates considerable financial savings and a favourable return on investment. For calculations relevant to your operation, simply contact your nearest Ascom representative for a customised calculation.

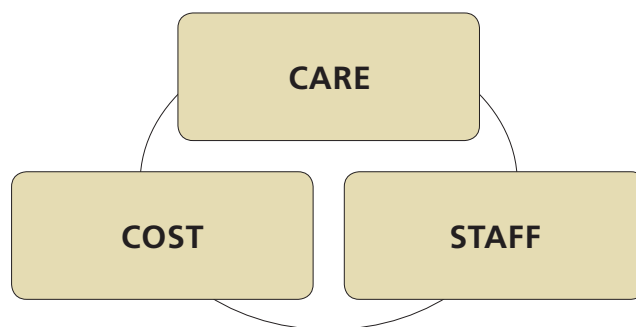
# Meeting the challenges

The benefits of an Ascom wireless solution will become increasingly valuable over time. That's because they help you and your colleagues meet many of the challenges facing elderly-care professionals – challenges that will only intensify in the future.

On the opposite page are three key challenges. And three ways in which an Ascom wireless solution can help you meet them, now and in the years to come.

## The dilemma: balancing care, cost and staff

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All too often, measures taken to 'improve' care have a negative impact on costs and staff. Or measures taken to control costs can threaten care quality. An Ascom wireless solution, however, lets you simultaneously improve your care, cost and staff situation. You can choose from a comprehensive range of functionalities to achieve a solution that's just right for your present needs – and your budget.

# Three tough problems... and what you can do about them

## **The cost problem**

Most elderly-care professionals are struggling with stagnant, or even shrinking, budgets per resident. Rapidly ageing populations – and their increasingly complex medical conditions – are already straining existing financial resources. Diminishing tax bases and spiralling social service costs will only increase the pressure. Taxpayers, politicians and officials will insist on ever-improving efficiency from elderly-care organisations.

## **Answer**

An Ascom wireless solution helps you make better use of existing resources. Smoother communications between residents and staff – and between all wards and systems – minimise the time lost in unnecessary ‘running about’. Even apparently minor improvements will over a short period of time lead to substantial savings.

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## **The care quality problem**

An increasingly well-informed public is already exerting its influence on elderly-care providers. Concerned relatives are becoming more demanding in their choices. Despite the burgeoning elderly population, care homes and similar institutions will have to demonstrate quality care to attract residents.

## **Answer**

An Ascom wireless solution helps ensure quality care for residents. Concerned family members can rest assured in the knowledge that calls from their loved ones go directly to the correct staff members. Automatic logging of calls made by residents, and of the actions taken and their response times, provides a permanent record. Relatives can consult these records to confirm that loved ones are receiving proper care.

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## **The staff problem**

Difficulties recruiting and retaining skilled, dedicated staff is a major problem that shows no sign of going away. Many care homes, nursing homes and assisted living facilities are already reliant on part-time personnel. Care quality may be at risk. High staff turnover and sick leave increase costs and distract management from their core duties.

## **Answer**

A correctly applied and integrated Ascom wireless solution makes it easier to recruit and retain qualified, dedicated staff. By enabling carers to spend more time with residents, job satisfaction is improved. Staff are empowered. Accurate information, in plain easy-to-understand language, goes straight to their mobile devices. A carer who receives a call or message knows it is meant for him or her. This direct flow of information helps remove bottlenecks. Personal safety is improved. Night-shift staff are automatically linked to colleagues.





# Supporting staff

A study in the *Journal of Nursing Administration*, June 1995, showed that a nurse or nursing aide spends, on average, one and a half hours walking six kilometres (just under four miles) per shift. Much of this walking is unnecessary. Wireless 'quicker response' communications from Ascom can free at least two thirds of this walking time for qualified work.

## The benefits

**In-control.** Carers receive resident calls straight into their pockets as informed text messages. This allows them to be constantly aware of the calls they have waiting. Simple requests can be dealt with directly without delay. Other requests may require back-up assistance. When a carer is unable to attend to a call, the request can be transferred to a colleague to ensure prompt attention.

**Less stress.** Drastically reduced 'running about' translates into a more relaxed, more productive working environment. Valuable time is also gained by remote access functions that open doors and elevators or locate electronically tagged equipment like wheelchairs and rollators.

**Better security.** With an integrated mobile device, a staff member can instantly contact a colleague anywhere in the facility. Nurses, doctors, caretakers, porters, security guards and outside emergency services are only a button push away.

## At work in the real world

An Ascom wireless solution may sound attractive on paper. But can it really deliver benefits in the complex everyday world of elderly care? Here are four everyday scenarios from some of the many elderly-care facilities in which we have installed solutions. As with the other examples in this brochure, all names have been changed to protect the individual's privacy.

### Call for assistance

Nurse Maria is helping Mr. Jones get out of bed and dressed after his nap. He is going to the hospital. A wheelchair would make his journey more comfortable. Without leaving Mr. Jones' side she calls her colleague Anna, and asks her to bring a wheelchair. Anna takes the call and brings the wheelchair.

### Front door

It's 00:35 am. Jane is attending to Mrs. Green on the third floor when she receives a message in her

handset that someone is at the front door. Given the late hour, and not wanting to leave Mrs. Green, Jane first decides to talk to the person at the door. Using her handset, Jane discovers that it is José, the technical supervisor. He's responding to a central heating alarm, but has forgotten his keys. Jane opens the front door remotely from her handset, while continuing to attend to Mrs. Green.

### Personal safety

Andrea calls in sick at the last minute, leaving Bridget unexpectedly alone on the night shift in Building A. She now has to do the work of two. Rushing about, she unfortunately falls down the stairs and hurts herself badly. She is conscious but unable to stand up. She pushes the personal alarm button on her handset. Within five minutes help has arrived from Building B to organise the care of her and the residents.

### Locating missing equipment

Claudia is busy helping Mrs. Anderson when she receives a call from Mr. Gunning. His rollator is missing and he wants Claudia to come and help look for it. Knowing that all the wheelchairs and rollators are electronically tagged, Claudia uses her handset to locate Mr. Gunning's rollator. It's in the dining room. Claudia calls a colleague in the dining room and asks her to please take the rollator to Mr. Gunning. She then calls Mr. Gunning to let him know his rollator is on its way – and continues attending to Mrs. Anderson.



## Tools to get the job done

Your facility is unique. It has its own infrastructures, priorities and processes. That's why at Ascom we don't offer standard, off-the-shelf solutions. Instead, we work closely with you to devise and install a tailor-made system featuring the functionalities which provide the highest value for your company.

Below are the functionalities that, in our experience, are of most value to staff in care homes, nursing homes and assisted living facilities.



### Interactive messaging

- Traditional paging with message receipt function
- Send and receive text messages
- Send control signal (start/stop, open/close)

### Alarms

- Alarm to personnel
- Preference for prioritised alarm
- Alarm receipt notification
- Alarms to the right person at the right time

### Voice

- Staff to staff calls
- Conference calls
- Hands-free
- Resident calls

### Locating

- Zoning or precise location
- Movement, wandering control
- Tracking of people and equipment

### Personal safety

- Push-button alarm
- Pull cord alarm
- Passive alarm

### Mobility for staff

- Personal and direct text information
- Information delivered to the right person
- Saves walking times/distances





# Reassuring residents

Perhaps the greatest benefit to residents of an Ascom wireless solution is reassurance. They know that their requests for help will always be received and acted upon by the right people – at any time of the day, day in, day out.

## The benefits

**Physical safety.** Calls from residents go directly to the right people, such as a dedicated nurse or carer. No time is lost, staff always know which resident calls they have waiting. Sensors can be fitted to selected areas and appliances in residents' apartments. These sensors trigger alarms that go directly to staff members to enhance residents' safety.

**Resident integrity.** Incoming resident calls discreetly appear as informed text messages on the assigned carer's wireless device – instead of being announced openly on corridor displays. This protects resident integrity and creates a calmer more domestic atmosphere.

**Enhanced resident mobility.** Wrist-worn and pendant nurse-calls enhance residents' mobility. Residents can fully participate in leisure and therapeutic activities, and still be able to call. Sophisticated 'wanderer control' assures the safety of residents suffering from dementia – but without overly restricting the movement of other residents, staff and visitors. This promotes an open, friendly atmosphere.

## At work in the real world

Here are a few examples of how an Ascom solution can help you more easily achieve your primary goal of safe, satisfied residents.

### **'Talk-before-walk'**

Nurse Janet receives three calls on her handset. One of them is from Mrs. Abbott, which is unusual as she hardly ever calls at this hour. It is quite a distance to her room, so first Janet talks to Mrs. Abbott over the phone. She learns that Mrs. Abbott is wondering why her newspaper has not arrived. Janet reassures her, explaining that the delivery is late, but that her paper will arrive shortly. Janet then attends to the other two calls.

### **Sensor-triggered alarms**

Mr. Bernbach is late for his weekly game of bridge. He rushes out of his apartment leaving the coffee maker on. A few minutes later a pre-fire alarm goes to Nurse Frank indicating a malfunctioning coffee maker. He immediately goes to Mr. Bernbach's room to investigate the coffee maker as it could cause a fire alarm. Frank then locates Mr. Bernbach and tells him what has happened.

### **Wireless pendant**

Mrs. Harrison has been living in a care home for many years, but due to her age she finds it more and more difficult to walk. Recently she was equipped with a wireless pendant. This means she can call for help without getting to a fixed alarm point. After talking to Mrs. Harrison it becomes clear she is now feeling more secure.

### **Resident services**

On weekdays at 9:30 am, we announce 'Today's words of wisdom' to our residents. Due to its success, we are now talking to the resident council about extending the service by announcing residents' birthdays, important holidays and events. It's the little things in life that can contribute to better resident comfort.

### **'Glow-in-the-dark'**

Our residents were complaining about the difficulty of finding the nurse-call during the night. So we upgraded it with 'glow in the dark' alarm buttons. Nowadays, our residents feel safer and more secure, knowing they can always find a call button when they need to.



## Solutions for peace of mind

The unique requirements of your facility determine the range and type of features that should be included in your Ascom wireless solution. How large is your facility? Is it contained in one building, or dispersed among several? How many residents do you have? What percentage, if any, of residents suffer from dementia? Are sensor-triggered alarms needed in your facility?

Whatever your requirements, we can identify your specific needs and design a solution that not only includes the features best suited to the needs of your residents, but also creates value for your operation.

Below are listed the features which help promote residents' peace of mind.



### Alarms

- Zoning or precise location
- Movement, wandering control
- Sensor triggered alarms

### Voice

- Staff to staff calls
- Conference calls
- Resident calls

### Locating

- Zoning or precise location
- Movement, wandering control
- Tracking of people and equipment

### Mobility

- Wrist or pendant worn call buttons





# Empowering managers

An Ascom wireless solution helps in the day-to-day management of care homes, nursing homes and assisted living facilities. It helps managers get more done with existing staff and material resources. It simplifies operational planning, reduces paperwork and provides accurate, unbiased proof-of-service data for compliance reporting and service billing.

## The benefits

**Lower operating costs.** Substantial – and sustained – reductions in ‘running about’ save time for staff. More is done with the same resources.

**Satisfied residents and relatives.** Quicker response helps increase care time and ensure quality care, leading to satisfied residents and relatives. This, in turn, helps generate a positive environment for residents and staff.

**Happier staff.** More time for qualified work reduces stress. Absence and sick leave go down. An Ascom wireless solution is a professional tool that helps attract and retain professional, motivated employees.

**Beyond the ward.** An Ascom wireless solution can also support other applications such as inventory and supplies management, equipment tracking, and automated building services. Administrative staff, for example, get better access to information.

**Assured accountability.** Automatic logging of care services/activities and response times reduces paperwork. This electronic documentation provides proof of service to assure relatives. It also provides data for regulatory bodies as well as crucial data for operational planning and resource allocation.

## At work in the real world

What follows is just a sample of the many ways an Ascom wireless solution can help managers in nursing homes, care homes and assisted living facilities. These examples are based on real-life stories.

### **Workload planning**

At the care manager's weekly meeting, personnel in charge of the South Wing complain about being

understaffed. The manager retrieves the logged actions of the past month for the South and North Wings. The statistics do indeed prove that staff in the South Wing answer 23% more resident calls than their colleagues in the North Wing. The manager immediately transfers two nursing aides from the North to the South Wing as a temporary solution until permanent measures are in place.

### **Proof of service**

Mrs. D'Arcy suspects that her mother, who complains of long nurse-call waiting times, is not receiving quality care. The care manager invites Mrs. D'Arcy to a meeting where together they review call and response time statistics from the past two months. The average response times prove to be well within accepted care standards. They both agree that Mrs. D'Arcy's mother has been somewhat more confused lately, and that her personal care plan should be adapted accordingly.

### **Silent safety**

The silent pre-alarm goes off in building B without causing any stress for residents and staff. Only members of the rescue team notice as they instantly receive a prioritised alarm message in their wireless devices. The message indicates the nature of the problem and where it is located. Seconds are critical. Quick and controlled safety actions are taken. If no receipt is acknowledged within 30 seconds, the alarm is transferred to back-up team members. Automatic logging provides complete records of all alarm events including receipt acknowledgement and response times.



## Functions for better control

Fifty years of supplying integrated communications solutions to thousands of nursing homes, care homes and assisted living facilities have given us unrivalled expertise in designing and installing value-added wireless features for elderly care managers.

Below are some of the features available to help you achieve better operational efficiency, better quality care and a better working environment for staff.

### Care management

- Care billing
- Workload planning
- Proof of service

### Voice

- Staff to staff calls
- Conference calls
- Residents calls

### Alarms

- Alarm to personnel or central system
- Preference for prioritised alarm
- Alarm receipt notification
- Alarm to the right person at the right time

### Locating

- Zoning or precise location
- Movement, wandering control
- Tracking of people and equipment



### Professional tools

- Robust wireless devices

# Smart integration

## Making the most out of what you already have

Integration with existing systems is our true strength. Ascom solutions for even better elderly care typically include infrastructure, software and communication devices. And at the heart of it all is smart integration.

But what exactly is 'smart integration'? Simply put, it means two things:

1. An Ascom solution will work with your existing systems. No systems will have to be ripped out. It will leverage your existing systems bringing additional value to prior investments.
2. It is future-proof. New technology, systems and functionality additions will become integral parts of your total communications solution. Different generations of alarm, voice, messaging and data systems will continue to work together as one for many years to come.

### **Solid platform with open access**

The solid platform establishes a reliable, high-performance infrastructure. Open access allows easy integration with existing systems at your facility and keeps system compatibility issues under control. It also ensures adaptability to changing needs and requirements as well as future technical advances and expansions.

### **Modular, cost-effective structure**

The modular structure of Ascom solutions allows tailoring to your exact needs. You can expand or reduce functionality to continuously ensure your Ascom wireless solution meets your needs, even as they change over time. You will always be able to cost-effectively add new functions and systems.

### **Intramax™ – the concept for intramural care**

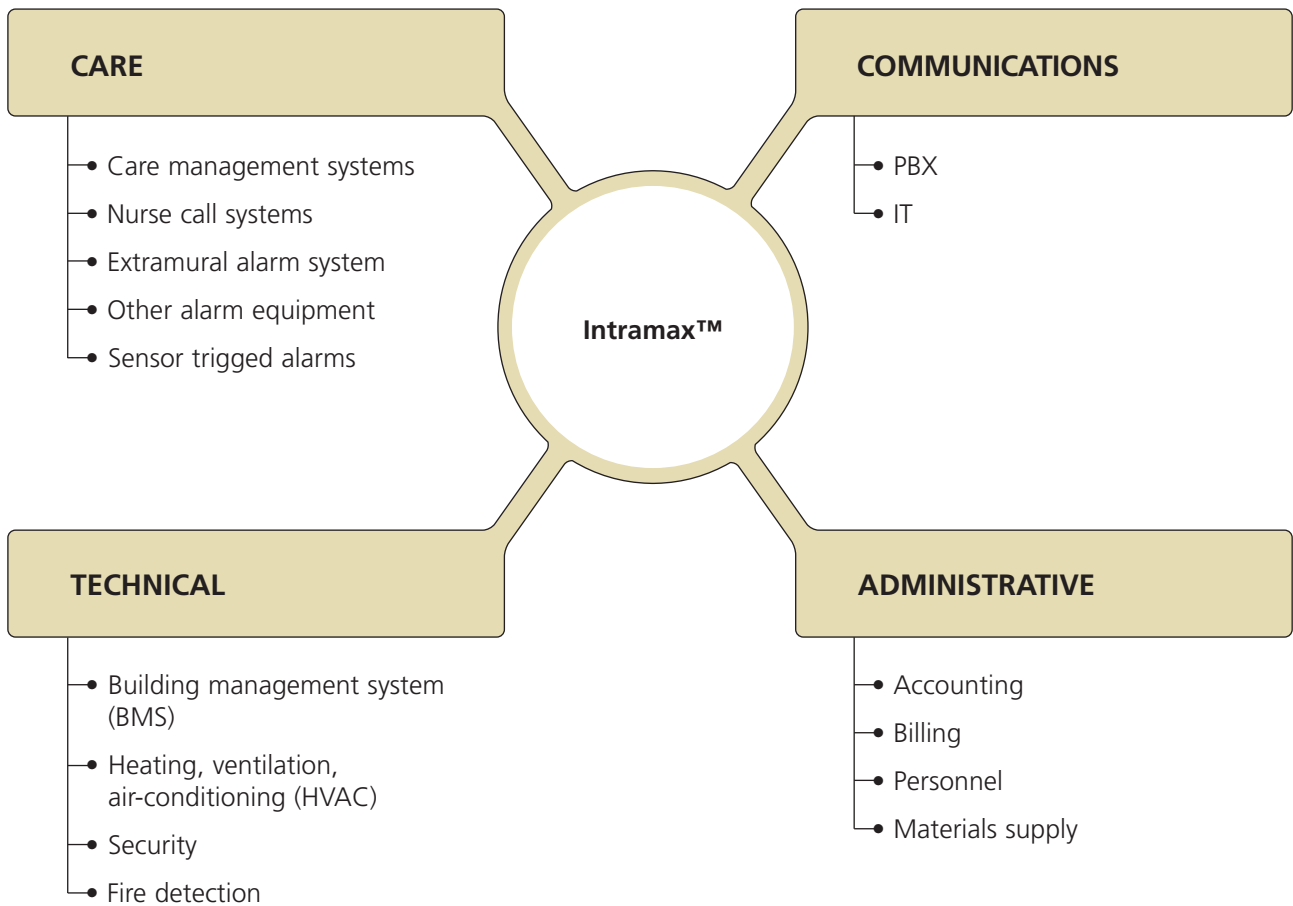
The Ascom concept Intramax saves time for staff, improves care for residents and boosts operational efficiency in intramural care settings such as:

- Nursing homes
- Care homes
- Assisted living facilities

The following pages present Intramax in more detail and feature case stories from satisfied customers.

**Smart integration makes your existing systems work harder**

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**An Ascom wireless solution integrates seamlessly with existing systems. It also integrates with wireless and wired devices such as telephones, smart phones, Personal Digital Assistants, laptops and desktop computers.**

# Intramax™

## Quicker response for improved nursing home care

The Ascom concept Intramax helps nursing homes make better use of available human and capital resources in dealing with the growing level of care intensity.

Intramax facilitates quicker response and reduces staff workload. Alarms and resident calls immediately appear as informed text messages on the assigned carer's wireless device. This simplifies call investigation and puts carers in control for quality personalised care of waiting calls and alarms. Urgent alarms and simple requests can be dealt with directly without delay. Others may require back-up assistance or transfer of the call to a colleague to ensure prompt action.

Alarms may include 'fall detectors', which generate automatic alerts if a resident falls over; medical alarms and 'passive alarms', which notify staff of predefined events such as when a resident has

been in the toilet for an excessive time and may need assistance.

Intramax contributes to a calmer and more domestic atmosphere in the nursing home. There is no need to announce resident calls and alarms openly on corridor displays as carers have their wireless devices. 'Wanderer control' enables residents and relatives to move around freely in the home without being confined by locked doors. It also relieves staff from having to continuously monitor wandering residents and frees up time for other tasks.

Intramax integrates all functionalities in one system. Automatic logging provides easily retrieved data for workload planning, proof-of-service and compliance reporting.

An Intramax solution can include infrastructure, software, communication devices and smart integration with existing care, communications, technical and administrative systems. A complete solution comprises installation, commissioning, training of users, maintenance and service.

### Examples of typical functionalities:

- Calls to the right person at the right time of day
- Automatic activity logging
- One-point information access
- Nurse call
- Carer's wireless devices
- Resident mobility (wrist transmitter and pendant)
- Detectors for passive alarm
- Wanderer control
- Personal alarm for staff





**Mr. Rauber**

General Manager, Henry und Emma Budge Stiftung,  
Frankfurt am Main.

“Our Ascom wireless solution helps us respond quicker to resident calls. The system is really easy to use, both for residents and carers. Every call is distributed directly to the nurse responsible and logged. All calls and actions taken can therefore be traced at all times. Access to this information makes it easier for us to plan the workload and continuously improve routines so we can reach and sustain our target of delivering care within three minutes of every call, day and night.”

The Henry und Emma Budge Stiftung has invested  
in an Intramax concept from Ascom.

### **Reducing staff workload by over 20%**

Beautifully located on the southern hillside of the Lohrberg in Frankfurt am Main, the Budge Foundation offers attractive assisted living services for 176 senior citizens and nursing home care for 160 residents.

The nursing home’s 96 top-modern one-bed and two-bed rooms are completely furnished. All beds,

living rooms and bathrooms are equipped with easy-to-use call buttons. Resident calls directly appear as informed text messages on their dedicated carer’s handsets.

“With our Ascom wireless solution, our staff members can concentrate on providing personal and close resident care. For us this means being aware of, and promptly attending to, the specific physical, spiritual and mental needs of the individual around the clock,” says Mr. Rauber.

Mr. Rauber continues: “The Ascom wireless solution reduces staff workload by at least 20%. This translates into considerable savings and enables us to invest more time in caring for our residents without increasing our expenses. For instance, as the solution includes alarms from our assisted living residents, we can handle night shifts with only four staff members present. But we keep one extra staff member on the shift to ensure prompt delivery of quality care to all our 336 residents.”

“In addition, we are now able to introduce new staff members in two days instead of a week as before. Carers are constantly aware of the calls they have waiting and they can easily call for back-up assistance when required. With a staff turnover rate of 12–15%, this alone saves us more than € 7,000 per year,” adds Mr. Rauber

With a growing level of care intensity in nursing homes – today as many as 70% of new residents suffer for dementia – Mr. Rauber concludes: “Modern communications technology like that from Ascom and other assisting technology will become increasingly important as nursing homes evolve into more hospital-like facilities.”

# Intramax™

## Quicker response for better care home and assisted living services

The Ascom concept Intramax is especially suited for care homes and assisted living facilities where the staff are within walking distance and available 24 hours a day.

Intramax integrates all functionalities in one system that continuously logs all activities and services provided by staff members. This easily retrieved, unbiased electronic documentation can be a powerful tool for care management and planning, as well as resource allocation, billing and proof-of-service purposes.

Intramax facilitates quicker response to residents' requests. With their mobile devices, staff can always be reached – a source of reassurance to residents and their families. Incoming resident calls appear as informed text messages on the assigned carer's handset. Carers are in control and can prioritise quality care and service among waiting calls.

The 'talk-before-walk' function lets staff handle many resident requests directly over the phone with a single push-button stroke. Unnecessary walking to and from residents is eliminated, freeing up substantial time for other tasks.

Sensors can be fitted to selected areas and appliances in resident's apartments. To enhance resident's safety, these sensors trigger alarms that go directly to staff members.

In addition, Intramax supports self-service 'resident services' promoting a more active and comfortable lifestyle for residents. This may include home shopping and other everyday essentials in cooperation with external specialist service providers. Besides establishing a more attractive profile of the facility, these services free up staff to concentrate on care duties instead.

An Intramax solution can include infrastructure, software, communication devices and smart integration with existing care, communications, technical and administrative systems. A complete solution comprises installation, commissioning, training of users, maintenance and service.

### Examples of typical functionalities:

- Automatic activity logging
- One-point information access
- Nurse call (including speech)
- Room units
- Carer's wireless devices
- Detection sensors
- Resident services
- Personal alarm





**Mr. Marc Vanderlinden, General Manager,  
Molenheide RVT, Wijnegem, Belgium**

"Our Ascom wireless solution consists of portable DECT interactive messaging handsets for our nursing groups, a non-speech nurse call system and a PBX. And finally, smart integration with our in-house care management system for electronic care registration."

Molenheide RVT has invested in an Intramax concept from Ascom.

### **More quality time with residents**

Molenheide RVT is a private care home for 150 residents located in the peaceful eastern surroundings of Antwerpen. The average age of the residents is around 83 and some 40 residents suffer from severe dementia. With a waiting list of more than 600 residents, the care home is now in the process of expanding into an adjacent building.

"Our main responsibility is to continuously deliver quality care to our residents. With our Ascom wire-

less solution, we get more face and quality time with our residents. This allows us more time to focus on social activities to make residents' stay with us more comfortable and enjoyable. In fact, we can now afford to have four dedicated staff members looking after the entertainment of our residents," says Mr. Vanderlinden.

The Ascom wireless solution reduces staff workload and improves care quality in at least four ways according to Mr. Vanderlinden:

"First, our staff can speak to capable residents directly over the phone. Assigned carers ensure immediate and effortless personal response to resident calls and alarms."

"Second, our staff is always within easy reach. We simply use our Ascom handsets to call each other or to transfer messages whenever necessary."

"Third, care registration is much faster using our Ascom handsets as input devices. This alone saves us up to half an hour per shift. Time we now spend with residents instead."

"Finally, electronic care registration and automatic activity logging greatly improve accuracy in care planning. With continuous access to unbiased, up-to-date information in our in-house care planning system, it is a lot easier nowadays to take the right decisions to improve resident care and staff working conditions."

Mr. Vanderlinden concludes: "Now that we are expanding our facility, a valuable benefit of our Ascom wireless solution is that it will help us ensure quality care even when we have two buildings."

# Life-cycle partnership... and beyond

## Training and support services

Quicker response, enabled by on-site wireless communications, yields significant cost savings for care homes, nursing homes and assisted living facilities. To help you capture the full extent of these savings, we offer comprehensive training and support services for existing and new staff. All training courses are held by experienced and certified instructors.

### **User training**

Practical hands-on product training for carers and other users. These courses also deal with how quicker response saves time for staff and put them in control for quality care of residents.

### **System administrator training**

Operational training for your system administrators in key areas such as system management and maintenance. These courses deal specifically with your customised system configuration.

### **Helpdesk**

With our user helpdesk and system administrator helpdesk, daily support, practical tips and expert advice are just a phone call away.



## Technical services

Our technical services help you get the most value out of your Ascom wireless solution – day in, day out. A full service agreement provides you with peace of mind at predictable fixed costs. It enables your entire organisation to focus on what they do best – providing quality elderly care.

### **System maintenance**

Preventive and corrective maintenance maximise availability and performance of your Ascom wireless solution. These services typically include system management, regular system and network checks, as well as predefined levels of on-site support.

### **System upgrade and reconfiguration**

Our software upgrade agreements let you leverage continuous technical advances and development. Services for functionality add-ons, system moves and changes ensure smooth accommodation of your changing needs and requirements.

### **Repair and refurbish**

These services are designed to minimise unplanned downtime in connection with repair and regular system refurbishment. This includes 24-hour repair turnaround and on-site spare products for rent.

### **Proactive online support**

Our online system monitoring with proactive service and system administration helps you safeguard availability and performance of your Ascom solution with minimum in-house resources.



## Advisory services

An Ascom wireless solution lets you simultaneously improve your care, cost and staff situation. The advisory services help you establish continuous improvement according to your present and future needs.

### **On-site wireless communications consulting**

Management advice for locating and evaluating customised improvement opportunities with on-site wireless communications.

### **Technology consulting**

Expert management advice on assessing and selecting appropriate technology based on your specific needs. This service can include site surveys, coverage tests and traffic studies to reveal information bottlenecks.

# Ready to get started?

The first step towards an Ascom wireless solution involves identifying and prioritising potential improvement areas. Where exactly could quicker response and better communications save time for staff, improve care for residents and boost operational efficiency for managers?

## Identify value

Together with your key people we identify the most promising areas of improvement and quantify the value it will bring your organisation. We prioritise these improvements, ranking them in order of value. The result is a 'to-do list' of improvements.

## Design workflows

We agree on efficient workflows for each prioritised improvement area. We make sure to involve relevant parties in your organisation, leveraging their experience and ensuring they understand what is going on.

## Remove bottlenecks

Wherever decision-making and processes have to be accelerated, we can define the wireless functions and integration needed to remove information bottlenecks.

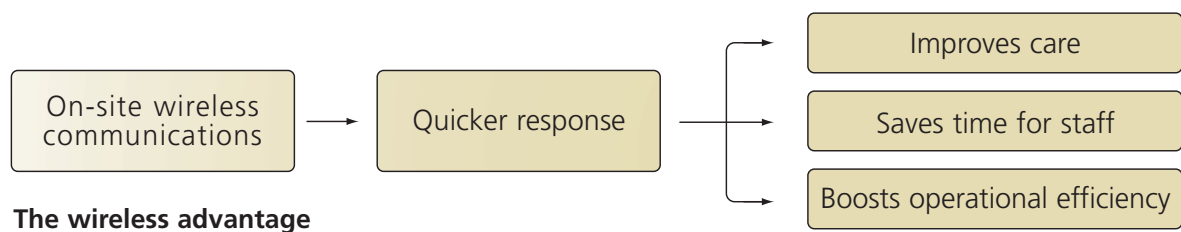
You stipulate the requirements in terms of, for example, functions, safety and security. We transform your requirements into a solution with infrastructure, software, communications devices and smart integration with your existing systems.

## Continuous customisation

Your demands will no doubt change over time. That is why your Ascom wireless solution is future-proof. We can continuously enhance it to meet your changing needs.

Most of our systems are in use for at least ten years, and we have more than 20,000 healthcare systems in operation. In fact, our experience in continuous customisation is unrivalled.

More and more care homes, nursing homes and assisted living facilities use on-site wireless communications to save time for staff, assure care quality and improve operational efficiency. No other supplier can match Ascom's experience in this area.





**ascom**

Summary of Identified Ascom Values and savings

ROI calculation

Category	Value
Energy	1000
Water	500
Maintenance	200
Other	100

ROI calculation graph showing a positive trend over time.

# Ascom wireless solutions for elderly care

Greater staff motivation and satisfaction. Better quality care for residents. Increased operational efficiency for managers. These are the key benefits you get with Ascom solutions for nursing homes, care homes and assisted living facilities.

On-site wireless communications facilitates quicker response. For staff this means being in control and radically less time-consuming 'running about'. For residents, easy access to their assigned carers and prompt attendance. A source of reassurance to residents and their families.

For managers, Ascom solutions establish a rich flow of unbiased operational data for planning, resource allocation and proof-of-services purposes. This reduces paperwork and helps managers make better use of available resources.

Ascom wireless solutions integrate with existing care, communications, technical and administrative systems. This smart integration is our true strength, providing you with smoother communications between residents and staff – and between all systems. Our smart integration enables you to add, change and remove functionality to continuously adapt to your needs as they change over time.

What doesn't change is the favourable financial impact and rapid return on investment of Ascom wireless solutions for elderly care. Contact your nearest Ascom representative for a customised calculation.

## **Ascom Wireless Solutions**

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